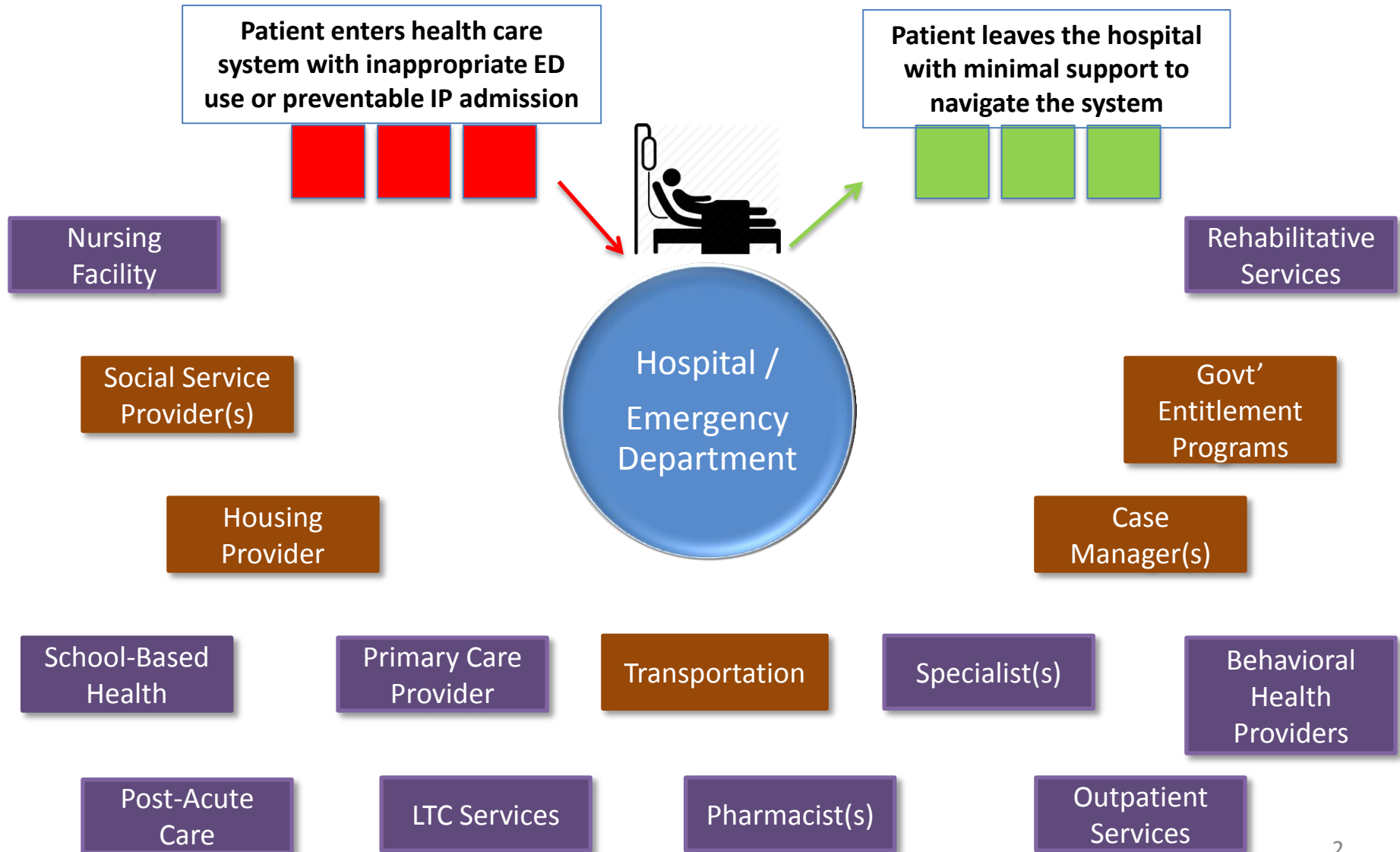




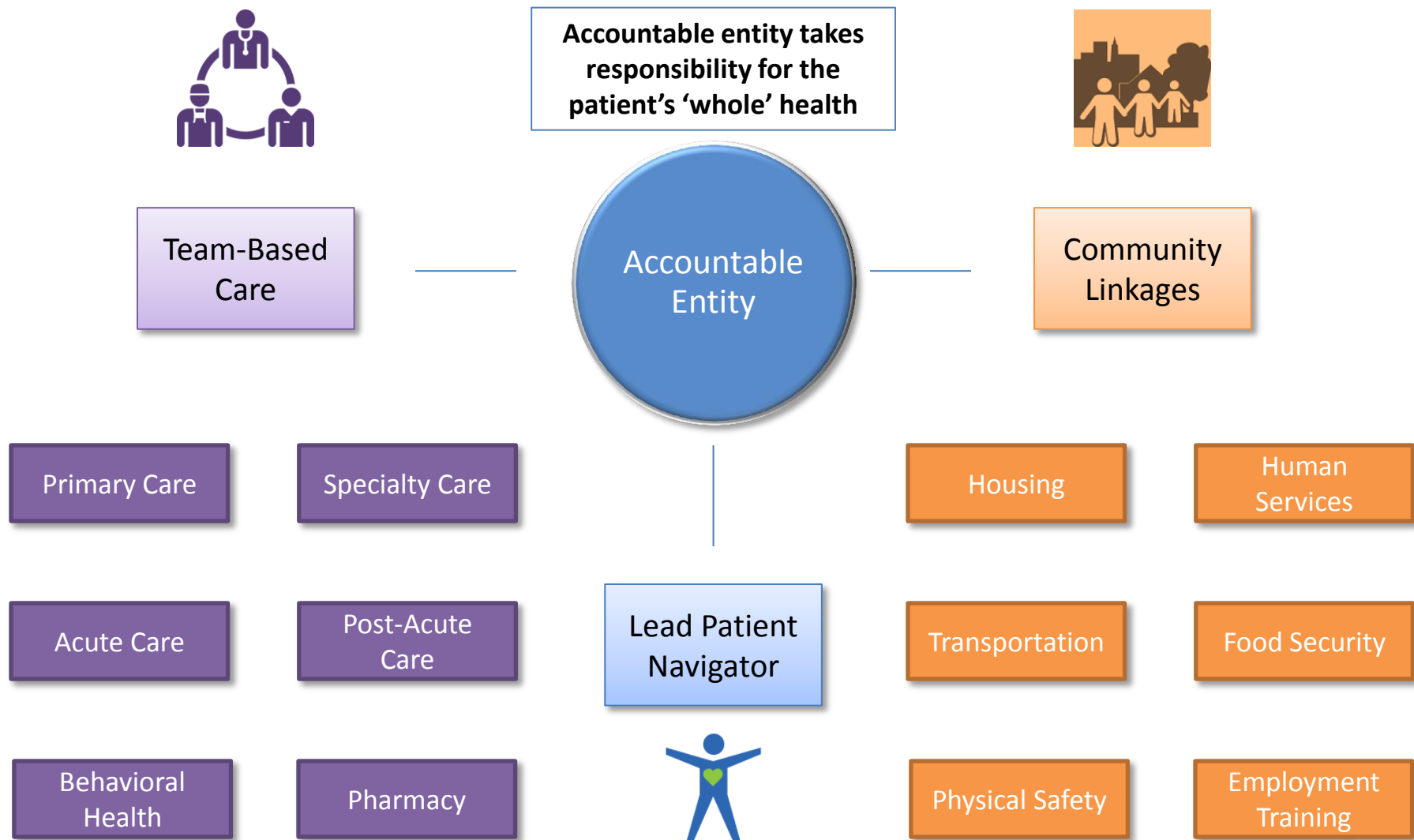
Joint Meeting: Care Delivery & Community Linkages

January 12, 2016

Current DC Healthcare Landscape



Envisioned DC Healthcare Landscape



**HEALTH HOMES FOR
INDIVIDUALS WITH CHRONIC
PHYSICAL CONDITIONS, AND
HOMELESS INDIVIDUALS (HH2)
OVERVIEW**

HH2 Goals

To meet patient (client) needs and preferences in delivery of high quality, high value healthcare

- Assess individual's needs and preferences
- Communicate needs and preferences at right time to right people
- Use information to guide delivery of safe, appropriate effective care

HH2 Federal Requirements & DC's General Design Considerations

MODEL:

- Providers integrate and coordinate all primary, acute, behavioral health, and long-term services and supports
- Integrated into primary care
- Must include FFS and MCO

ELIGIBILITY:

- Have 2 or more chronic conditions
- Have 1 chronic condition and are at risk for a 2nd (e.g. chronic homelessness)

REQUIRED SERVICES:

- Comprehensive care mgmt.
- Care coordination
- Health promotion
- Comprehensive transitional care/follow-up
- Patient & family support
- Referral to community & social support services

POPULATION SIZE:

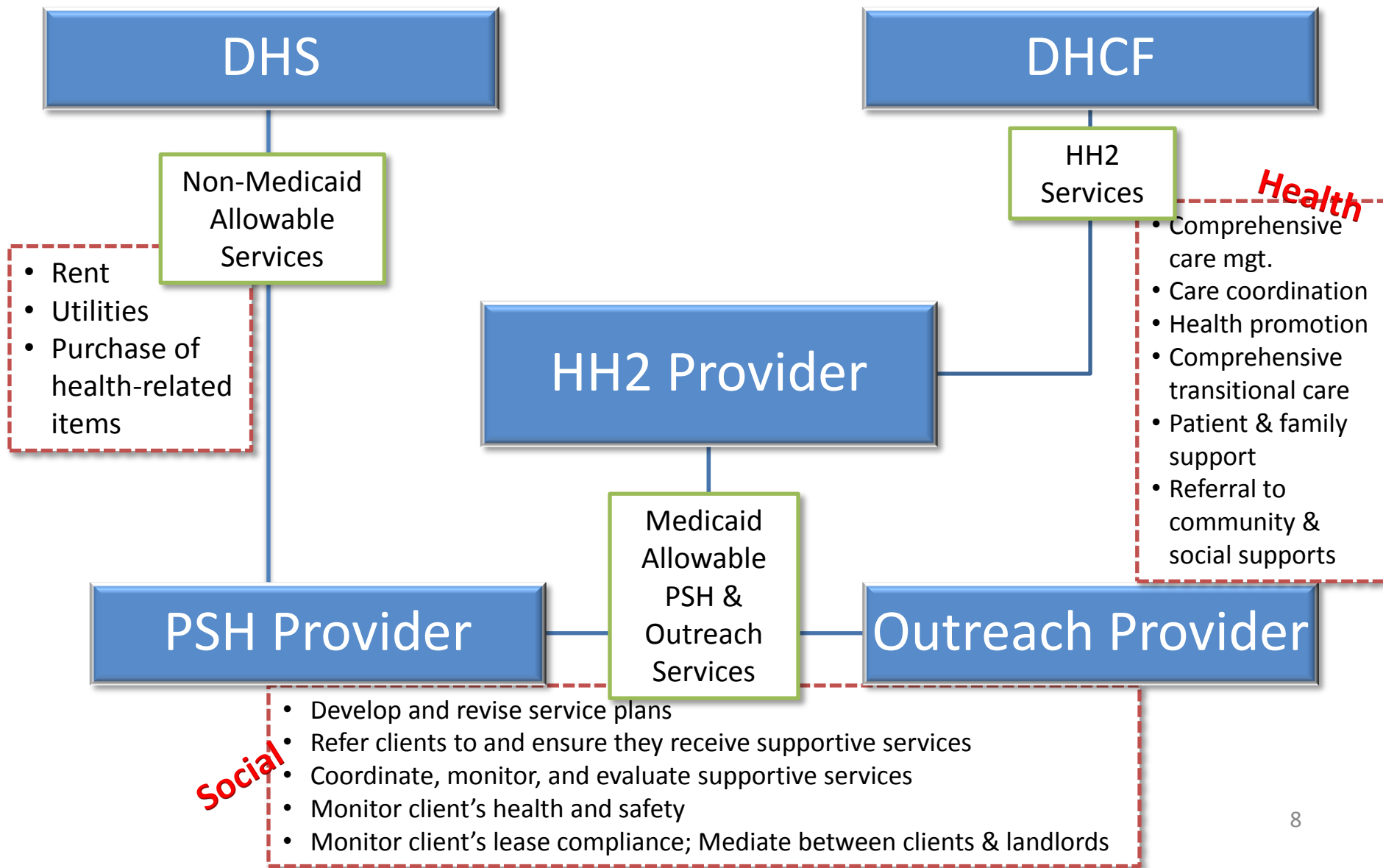
- Target Size = ~25,000 – 30,000
- Majority are Medicaid fee-for-service beneficiaries

FINANCING:

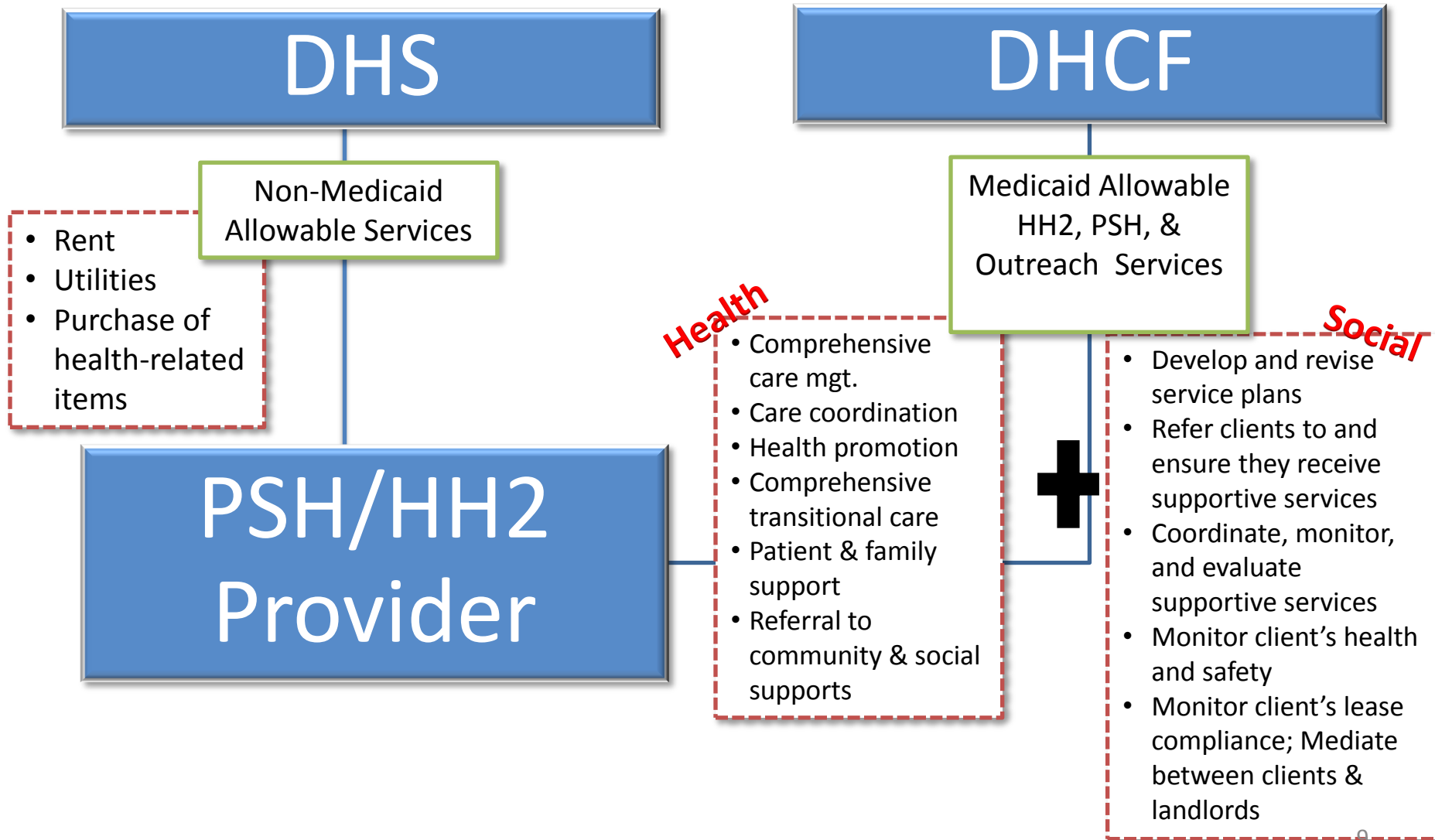
- 90% federal / 10% local for first 8 quarters of benefit
- Pay for Performance

HH2 AND PSH PROVIDER COLLABORATION INCENTIVES

Option 1: PSH Providers are a Subcontractor for HH2



Option 2: PSH Provider Becomes a HH2 Provider



Discussion Questions

- What services do you provide?
- Do the health service and housing service providers currently collaborate?
- What gaps are filled through collaboration between housing and health service providers?
- What social services are already delivered by health providers? What health services are already delivered by housing providers?

HH2 TIMELINES & MILESTONES

HH2 Timeline and Milestones

HH2 Design & SPA

**July 2015-
Feb 2016**

**HH2
program
design**

**Begin to link
health & social
services thru
procurement**

**Jan – Mar
2016**

**Draft HH2
SPA**

**April – June
2016**

**Vet/ gain
approvals
from
community &
DC Council**

**June – Aug
2016**

**Submit SPA to
Feds (CMS);
Feds review &
approve**

**Oct
2016**

**Launch
HH2
benefit**

**Cross-educate
potential HH2 &
PSH/Outreach
providers on
health & social
services**

**Potential HH2 &
PSH/Outreach
providers create
'soft', then
formal
relationships**

**TA for HH2 &
PSH/Outreach
providers to
support
collaboration**

**Potential
activities
for PSH
&
Outreach
providers**

APPENDIX

Crosswalk: Medicaid Allowable Services to Potential HH2 Services

'Social' Service	Activities	HH2 Service Category (s)
Assessment & identifying client needs	<ul style="list-style-type: none"> Gathering documents for determining eligibility for housing assistance and services Intake interview(s) for program(s) & services Conducting assessments & reassessments Arranging for further testing & evaluation Documenting assessment activities 	<i>Comprehensive Care Mgmt.</i>
Service plan development	<ul style="list-style-type: none"> Developing service plan with client Writing and updating a service plan / documenting service plan development Determining who (which people or organizations) will provide needed services 	<i>Comprehensive Care Mgmt.</i>
Helping people get housing	<ul style="list-style-type: none"> Help consumers complete applications and provide documents needed to qualify for housing assistance Help with housing search and coaching for interviews Help with communicating with landlords, understanding lease terms, requesting reasonable accommodations if needed Help with setting up utilities Help to get furniture and household supplies Move-in assistance 	<i>Patient & Family Support</i>
Ongoing tenancy supports	<ul style="list-style-type: none"> Help consumer with ongoing communication with landlords, problem-solving for needed repairs or resolving disputes Help to communicate with and resolve conflicts with neighbors Help to understand and comply with lease terms Help to pay rent on time and negotiate agreements for paying past due rent Help with paying utilities Eviction prevention 	<i>Patient & Family Support</i>

Crosswalk: Medicaid Allowable Services to Potential HH2 Services (cont.)

'Social' Service	Activities	HH2 Service Category (s)
Independent living skills coaching	<ul style="list-style-type: none"> • Personal hygiene and self care • Housekeeping • Apartment safety • Cooking / meal preparation • Nutrition education • Shopping on a budget, getting free or low-cost food • Using public transportation • Access to community resources (e.g. libraries, parks, opportunities for integration) 	<ul style="list-style-type: none"> • <i>Health Promotion</i> • <i>Patient & Family Support</i> • <i>Referral to community & social support services</i>
Coordination with primary care and other medical services	<ul style="list-style-type: none"> • Help to make appointments and re-schedule as needed • Help to find / use transportation to get to appointments • Accompany the consumer to appointments as needed to build confidence, understand / communicate with health care providers, and support skill-building • Help to arrange or schedule visits with needed medical services • Helping consumers communicate with medical providers and pharmacy about potential side effects or interactions related to multiple medications for medical and behavioral health conditions and other substances 	<ul style="list-style-type: none"> • <i>Care Coordination</i> • <i>Patient & Family Support</i> • <i>Comprehensive Care Mgmt.</i>
Services to address problematic substance use	<ul style="list-style-type: none"> • Motivational interviewing • Substance abuse counseling • Coordination with substance abuse treatment programs and/or Medication-Assisted Treatment • Help to keep drug dealers and friends / family members with problematic substance use out of the consumer's apartment 	<ul style="list-style-type: none"> • <i>Patient & Family Support</i> • <i>Care Coordination</i>

Crosswalk: Medicaid Allowable Services to Potential HH2 Services (cont.)

'Social' Service	Activities	HH2 Service Category (s)
Support Groups	<ul style="list-style-type: none"> • Help to facilitate consumer's participation in AA/NA or other existing support groups • Facilitate support groups for consumers with shared needs and interests • Peer support, mentoring 	<ul style="list-style-type: none"> • <i>Patient & Family Support</i> • <i>Health Promotion</i>
Referral, monitoring, and follow-up	<ul style="list-style-type: none"> • Identify and connect consumers to mainstream / community services and resources to meet identified needs and goals • Make formal referrals and provide documentation as needed for services provided by other organizations • Help to make appointments and re-schedule as needed • Help to find / use transportation to get to other services • Accompany the consumer to appointments, other services as needed to build confidence and support skill-building 	<ul style="list-style-type: none"> • <i>Referral to community & social support services</i> • <i>Care Coordination</i> • <i>Patient & Family Support</i>
Medication management/ monitoring	<ul style="list-style-type: none"> • Educating consumers about psychotropic medications or other medications, including effects (and side-effects) and interactions with other medications / substances • Helping consumers manage their own medications (e.g. help set up pill boxes or reminders) • Reminders / encouragement to take medications as recommended and get refills 	<ul style="list-style-type: none"> • <i>Health Promotion</i> • <i>Patient & Family Support</i>
Outreach and engagement	<ul style="list-style-type: none"> • Identifying and engaging (or re-engaging) with people who are un-served, under-served, or not effectively connected with needed services • Building trusting relationships using trauma-informed approaches • Engaging with people who have frequent / avoidable use of other crisis or inpatient services 	<ul style="list-style-type: none"> • <i>Patient & Family Support</i> • <i>Comprehensive Care Mgmt.</i> ¹⁶

Crosswalk: Medicaid Allowable Services to Potential HH2 Services (cont.)

'Social' Service	Activities	HH2 Service Category (s)
Increasing income and job skills / employment opportunities	<ul style="list-style-type: none"> • Helping consumers identify employment goals • Financial literacy / asset building and assist with establishing & using bank accounts and managing credit / debts • Helping consumers access education and training opportunities • Helping tenants understand the potential impact of earned income and income disregards on other benefits and rent contributions • Job coaching and employment support for skills needed to get and keep a job • Help to get work clothing, tools, etc. • Supported employment 	<ul style="list-style-type: none"> • <i>Comprehensive Care Mgmt.</i> • <i>Patient & Family Support</i>
Facilitating community integration	<ul style="list-style-type: none"> • Facilitating community activities (with other residents / neighbors) that include people with and without disabilities (e.g. celebrations, community garden, neighborhood safety meetings) • Helping consumers learn to use public transportation • Helping consumers access cultural events or other resources and activities in the surrounding community 	<ul style="list-style-type: none"> • <i>Patient & Family Support</i> • <i>Referral to community & social support services</i>
Family and children's services	<ul style="list-style-type: none"> • Parenting education, supports and mentoring • Connections to child care • Assistance / coordination with child welfare services • Educational and recreational activities for children and youth • Youth development and leadership opportunities • Counseling for children and youth • Training in household safety • Family counseling • Conflict resolution/ mediation 	<ul style="list-style-type: none"> • <i>Patient & Family Support</i> • <i>Referral to community & social support services</i>

Crosswalk: Medicaid Allowable Services to Potential HH2 Services (cont.)

'Social' Service	Activities	HH2 Service Category (s)
Entitlement assistance	<ul style="list-style-type: none"> • Identify mainstream benefits for which consumer is eligible but not currently receiving • Assist with the application process as needed (e.g. accompany consumer to make application, provide copies of documentation, help get additional documents) 	<ul style="list-style-type: none"> • <i>Referral to community & social support services</i> • <i>Patient & Family Support</i>
Domestic violence interventions	<ul style="list-style-type: none"> • Crisis / safety planning • Crisis intervention • Assistance with access to legal services • Counseling • Conflict resolution/ mediation 	<ul style="list-style-type: none"> • <i>Referral to community & social support services</i> • <i>Patient & Family Support</i>
Assistance with legal issues	<ul style="list-style-type: none"> • Explaining / helping consumer understand legal issues & procedures • Helping consumer manage behavior and communicate effectively in stressful situations • Helping consumer develop skills and strategies for complying with requirements of legal / criminal justice system • Accompanying consumer to court appearances or other contacts with legal system to build trust, manage symptoms and support the use of appropriate skills/ behaviors • Meeting the consumer upon release from jail to help with safe return to housing • Assist with civil legal issues, debt reduction 	<ul style="list-style-type: none"> • <i>Patient Support</i> • <i>Referral to community & social support services</i> • <i>Comprehensive transitional care/follow-up</i>